



# Survey about going to the hospital

## About this survey



We would like to ask you some questions about going to the hospital.



Please only answer the questions if you:

- are age 16 years or older
- have been to hospital for an appointment, treatment or operation



You can answer each question by putting a tick in the box next to the answer you want.



If you need help with reading the survey and answering the questions then you can ask somebody to help you. But they should not tell you which answer to pick, because we want to know what **you** think.



Your answers to this survey are **confidential**. This means that we will not use your name when we share what we have found out.



We will be asking family, friends and carers of people with a learning disability to answer a different survey later this year. If you would like to take part in this survey, please contact [campaigns@mencap.org.uk](mailto:campaigns@mencap.org.uk)



## Words used in this survey

Here are some words used in this survey and what they mean.



### Hospital

A place where you can have an appointment, treatment or operation to help you stay healthy.



### Healthcare staff

Healthcare staff can give you help or advice about your health.

They might be a doctor, nurse, or a specialist. A specialist is someone who knows a lot about a certain illness, disability or treatment.



## About you

These questions are about **you**.



1) Do you have a learning disability?

- Yes
- No
- No, I am supporting someone with a learning disability to complete this survey



2) Have you ever been to hospital for an appointment, treatment or operation?

- Yes
- No



3) How old are you? Please write your age in years.



4) Are you male or female?

- Male
- Female
- Other (please write in the box)



5) Where do you live?

- England
- Wales
- Scotland
- Northern Ireland
- Other (please write in the box)

- Prefer not to say



6) What is the nearest town to where you live?  
Please write in the box.



## About your healthcare

These questions are about **your healthcare at the hospital.**



7) Do you think letters sent to you from the hospital are written in a way that is easy to understand?

- Yes
- No
- I have not had a letter from the hospital



8) When you are at the hospital, do you think healthcare staff know you have a learning disability?

- Always
- Sometimes
- Never



9) When you are at the hospital, how good or bad are healthcare staff at listening to you?

- Very bad
- Quite bad
- OK
- Quite good
- Very good



10) When you are at the hospital, how good or bad are healthcare staff at explaining things to you?

- Very bad
- Quite bad
- OK
- Quite good
- Very good



11) In general, how good or bad is your experience of going to the hospital?

- Very bad
- Quite bad
- OK
- Quite good
- Very good



12) What could hospital staff do to make going to the hospital better for you?  
Please tick all the answers that apply.

- Give me letters with large writing and pictures (easy read)
- Send me a reminder when I have to come to hospital
- Help me find my way around the hospital
- Give me more time in appointments
- Support me to have my say in appointments
- Explain things to me in a way that is easy to understand
- Write down what happened at my visit in a way I can understand
- Other (please write in the box)

- None of these
- Don't know





## Contact details

We might want to ask you more questions about going to the hospital. If you are happy for Mencap to contact you about this, please give us your contact details.

### Name

### Address

### Email address

### Phone number



This is the end of the questions.

Thank you for filling in this survey.

### **What to do next**



Please post your survey to:

Campaigns Team  
Mencap  
123 Golden Lane  
London  
EC1Y 0RT

Or you can email your survey to:

[campaigns@mencap.org.uk](mailto:campaigns@mencap.org.uk)